

Policy Unit is responsible for:

- Developing and disseminating refugee program policy.
- Providing technical assistance to counties, refugee Community Based Organizations, and the public on program policy issues.
- Developing and maintaining California's State Refugee/Entrant Plan, as required by federal law.
- Coordinating with other California Department of Social Services units, other state departments and agencies, and other states regarding refugee program policy.
- Coordinating and maintaining the Medi-Cal Eligibility Data System's Refugee Program file.
- Maintaining the database on refugee arrivals.
- Allocating Refugee Social Services (RSS) and Targeted Assistance (TA) funds to counties.
- Managing program cost accounts for the Refugee Resettlement Program funding sources.

County Operations and Performance Unit is responsible for:

- Reviewing and certifying all county refugee employment and social services plans.
- Conducting Refugee Cash Assistance program reviews.
- Evaluating and monitoring county program performance, providing technical assistance, and coordinating with the federal Office of Refugee Resettlement (ORR) in setting program goals.
- Preparing California's annual RSS and TA outcome goals, based on county employment placement goals.
- Preparing the County Annual Services Plan.
- Preparing quarterly performance reports, RSS Set-Aside Quarterly Narrative Reports, and Elderly Discretionary Semi-Annual Progress Reports for submission to ORR.
- Working as a liaison with CRCs through quarterly refugee coordinator meetings, the State Refugee Forum, and other meetings.

Community Outreach Services Unit is responsible for:

- Reviewing and updating refugee program forms.
- Identifying funding sources that are available through government agencies and private philanthropic groups, and disseminating that information to service providers and stakeholders.
- Promoting the annual Refugee Awareness Month (June) and developing proclamations and awards to recognize contributions of counties and individuals.
- Developing and maintaining a refugee resource library with books, articles, pamphlets, and reports.
- Maintaining fact sheets and brochures on the Refugee Programs Bureau's web site to inform the populations we serve of benefits and services that are available to them.
- Providing staff support and assistance to the State Advisory Council and coordinating their quarterly meetings.
- Promoting and sponsoring workshops at conferences and events by coordinating with community leaders to make presentations.
- Coordinating with other state departments, such as Mental Health, Aging, and Education, to increase awareness of refugee issues and service needs.
- Developing and maintaining secondary migration information and reporting it to ORR.
- Coordinating the statewide Refugee Summit.